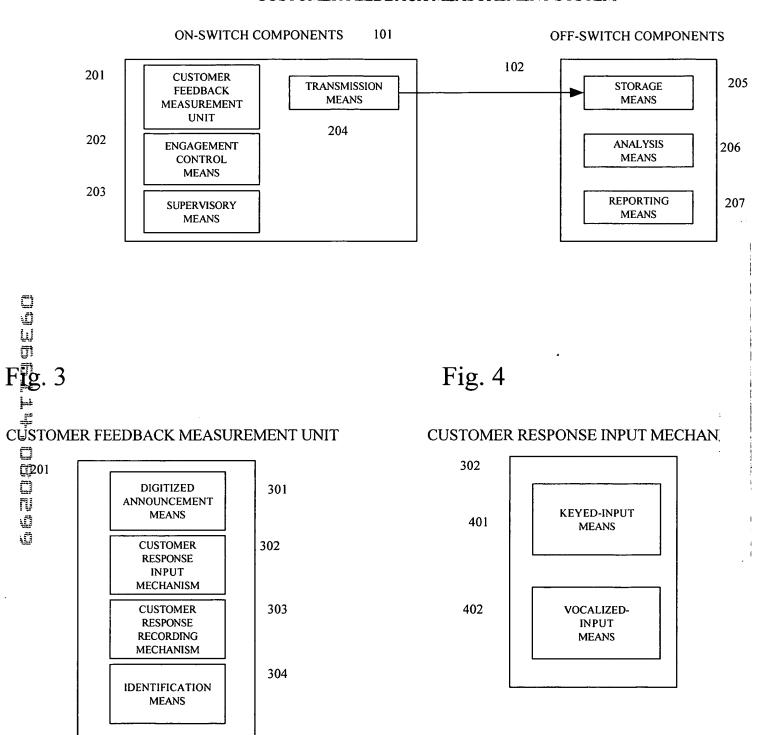
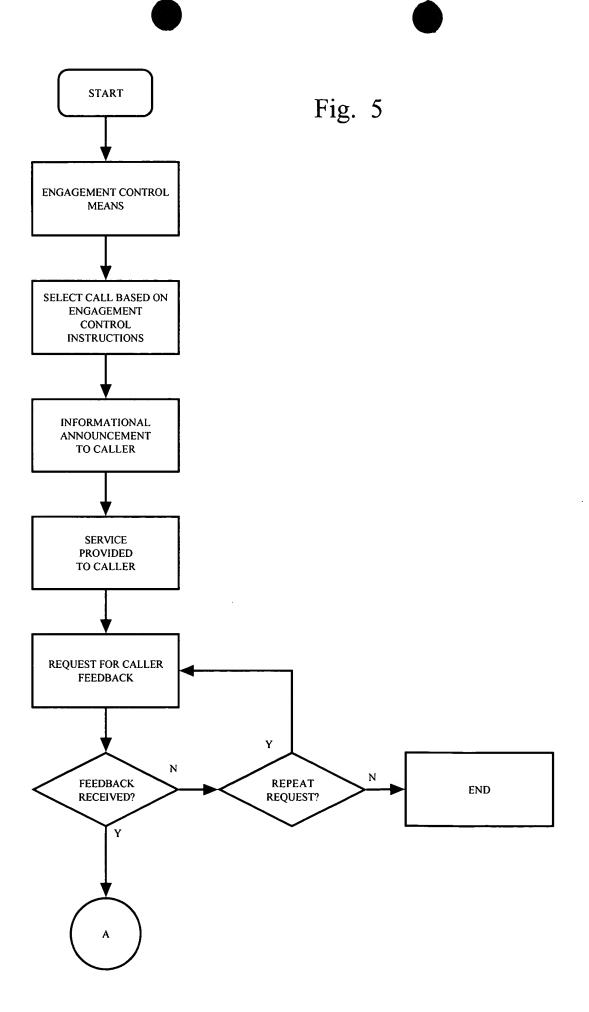
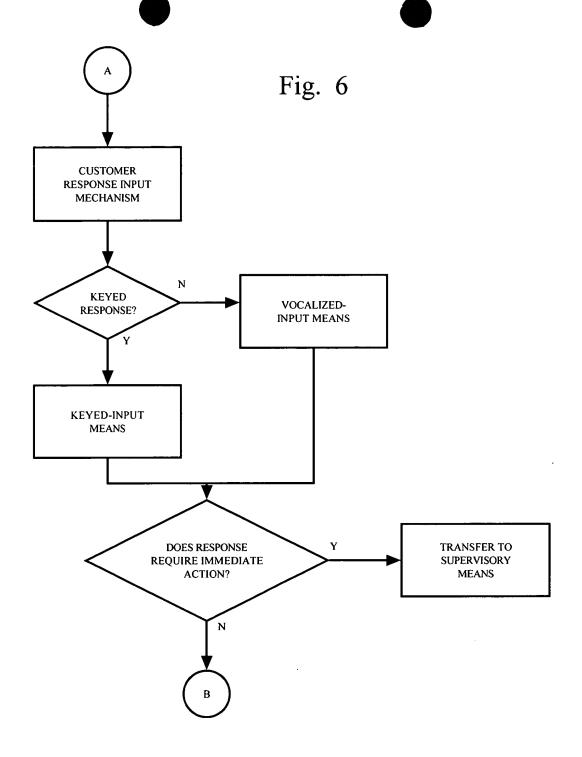


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## CUSTOMER FEEDBACK MEASUREMENT SYSTEM







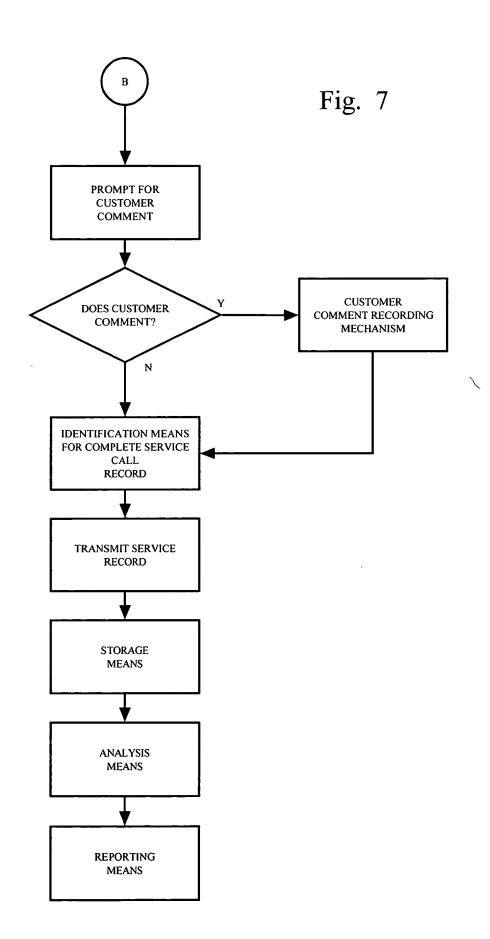


Fig. 9 START CONVERSATION START VOICE RECOGNITION KEYWORD MONITORING KEYWORD RECOGNIZED? ASSOCIATE TRIGGER WITH KEYWORD BY DATABASE LOOKUP PERFORM TRIGGER INSTRUCTION IS CONVERSATIO N OVER?

END KEYWORD MONITORING

